



TRICARE Online Demonstration

Demonstration for
TRICARE Region 4 Conference
28 August, 2002

Lt Col Scott Shields, USAF, MSC, CAAMA

Future Usage of the Web?

- Gartner Group prediction: “Between 2002 and 2005, the number of consumers using online account management will more than double, reaching 45 percent of the U.S. adult population.”
- Will military health be a part of this social change?

eHealth Capabilities

- Quote from Humphrey Taylor, chairman of Harris Poll:
 - “Many patients are a bit frustrated by e-health. It’s the great mother of all libraries, but it’s not a place they can do transactions such as make appointments, refill prescriptions, and ask follow-up questions.”
- Why not?

Background

- TRICARE Online (TOL) created to:
 - Provide a common, secure, state-of-the-art DoD enterprise portal
 - First enterprise portal designed for the beneficiary
 - Focus: Self-service access

Benefits of *TOL*

- Reduces non-value added activities/costs:
 - Enrollment
 - Appointing
 - Claims Processing
 - Referrals and authorizations
- 24/7 access to services and benefits
- Single DoD platform to integrate new web-based capabilities for all MHS facilities

Current Capabilities

- Access: Secure & Private
- Features:
 - Online primary care appointing
 - Micromedex Consumer Drug Catalogue
 - Online drug interaction checker
 - Tool to create personal health journal
 - 18M pages of trusted health content information

New Functionality 2003

- ‘New’ direct interface with CHCS I
- Pharmacy refill and appointment reminder capability
- Provider secure access to CHCS I
- Face-to-face authentication process completed will allow:
 - Pharmacy renewal requests
 - Routine tests requests
 - Physician/patient structured messaging

Deployment

- Prototype (alpha) testing since June 01:
 - Rader Clinic, Ft Myer, VA
 - Malcolm Grow Medical Center, MD
 - Naval Hospital Cherry Point, NC
 - Naval Hospital Camp Lejeune, NC

Beta Prototype Testing Ongoing

- Expand TOL prototype (Beta) in four regions during Dec 01-Aug 02
 - 88 MTF test sites
 - National Capital Area
 - Region 11 (Northwest)
 - Region 9 (Southwest)
 - Europe (Germany)

Current Status

- 92 MTFs implementing TOL prototype worldwide
 - 58 sites ‘live’ (includes 4 Alpha test sites)
 - Online appointing function available to beneficiaries
 - 15 sites in final test phase
 - 5 sites final build
 - ECD 30 August
- 24,770 users, a/o 26 Aug
 - 6,285 providers
 - 18,485 beneficiaries

What's New

- Transitioning TOL Hosting site to Defense Information Systems Agency (DISA) Mega-Center – San Antonio, TX -- Now
 - Higher level of **security**
 - Intrusion detection
- Building final TOL product on Oracle 9i platform
 - MHS Oracle enterprise license
 - ECD 31 September

What's Next?

- New software developer/integrators – Sep 2002
 - SAIC Prime – partner with Oracle and Vecna
- September 2002
 - Achieve acquisition milestone C
- October 2002
 - Begin TOL worldwide deployment
 - Final deployment plan pending approval
- April 2003
 - TOL worldwide deployment completed

Key Issues with MTF Deployment

- TOL Interface with CHCS I – different for each MTF!
- Passwords
- Maximum use of online appointing
 - Current requirement: 50%; better: 100%
 - Physician schedules published 45 days out
- Selection of MTF project officer
- Managing patient/beneficiary expectations

Challenges

- MTF leadership - involvement/excitement of TOL potential to shift work to the web
- Maintaining stable prototype platform
- Software modifications
- Meeting the aggressive development and deployment timeline

Next Step - Longer Term

- Transition TRICARE Online focus towards its role as the secure platform to integrate new web-based capabilities for all MHS facilities
 - Secure internet highway for all web-based programs to ride



TRICARE *Online*



If you experience problems while using this web site or have questions, please call Customer Service at 1-866-DoDEWeb (1-866-363-3932). Starting on July 16th, the hours will change. Agents will now be available from 9:00 am to 7:00 pm Eastern time, Monday - Friday and Saturday from 11:00 am to 4:00 pm to assist you.

TRICARE Online Privacy and Security Policy

I have read the conditions and terms below and agree to them.

I Agree

I Disagree

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YOUR ACCEPTANCE
OF THE TERMS AND
CONDITIONS
OUTLINED IN THE
CENTER AREA

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TRICARE Online



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TRICARE is the healthcare program for active duty and retired service personnel, their eligible family members and survivors. TRICARE combines both military and civilian services to deliver the highest quality healthcare.

TRICARE Online is brought to you by your local Military Treatment Facility, its civilian Managed Care Partner, and the Department of Defense. These entities form the TRICARE Healthcare Team dedicated to providing you with the best care possible.



TRICARE Online is a prototype web site that is being developed in stages. As we continue to grow, we expect some problems to surface. We ask for your earnest observations as you make use of this website. This is your opportunity to make a difference in the way the Military Health System takes care of its own. If you are a user within the Continental United States (CONUS) and experience any problems while using this website, have any questions, or feel there are ways that we can serve you better, please do not hesitate to call Customer Service at the toll-free number 1-866-DoDEWeb (1-866-363-3932). Agents are available from 9:00 am to 7:00 pm Eastern time, Monday - Friday and Saturday from 11:00 am to 4:00 pm to assist you. We are currently working to provide toll-free numbers for our Outside of the Continental United States (OCONUS) users.

New users!
[Click Here](#)
TO LEARN MORE ABOUT
TRICARE ONLINE

My Personal Health Information

My Personal Health

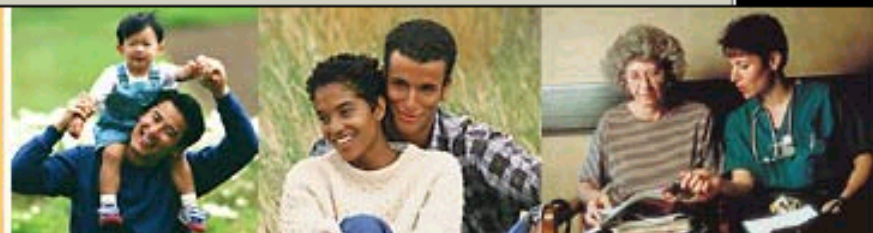


Services and Benefits

TRICARE prides itself on delivering high quality healthcare services and benefits.



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Pharmacy

TRICARE provides comprehensive, flexible and convenient pharmacy benefits.

Find practical [information about your pharmacy benefits](#) like:

- Filling prescriptions under TRICARE
- Costs and co-pays for each pharmacy option

TRICARE Online Medication Information

A complete guide that covers everything you need to know about a host of over-the-counter and prescription medications. [Look up drug-related information](#), such as:

- Indications for use
- Dosage and frequency
- Precautions





TRICARE Registration

Please select whether you are registering as a Beneficiary, a Healthcare Provider/TRICARE Online (TOL) Manager, or a Healthcare Provider/TOL Manager and a Beneficiary:

- TOL Manager - A user who will be involved with TRICARE Online web page development and/or account management at their facility.
- Healthcare Provider - A user who is a credentialed provider and treats an assigned patient population.

☒ Beneficiary

(Select this option if you are a TRICARE beneficiary. In addition, if you are TRICARE Prime or Plus, this option will give you the ability to book and cancel online appointments.)

☐ Healthcare Provider/TOL Manager

(Select this option if you are a healthcare provider and/or a TOL manager and are NOT a TRICARE beneficiary. You will NOT have the ability to book and cancel online appointments with this option.)

☐ Healthcare Provider/TOL Manager/Beneficiary



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My Sponsor's SSN or Foreign ID

- - ☐ SSN ☐ FID

My Family Member Prefix (FMP)

Date of Birth

Year (e.g. 1978)

Service Affiliation

TRICARE Region

Email Address

(Encouraged, but optional)

[Submit](#)



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Serving You and
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Sierra Military
Health Services, Inc.



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Be Well

Conditions & Concerns



Whether the diagnosis is a common cold or a more complicated condition, look to the Conditions Centers for a thorough review.

Medications



Get informed on the latest in pills and caplets before your next trip to the doctor or pharmacy.

Women's Health



Considering pregnancy, a self-defense class, or HRT? Check here for timely, practical features on issues of interest to women of all ages.

Sexuality & Health



From kissing to conceiving, this section offers responsible and entertaining features on topics you may be too shy to ask about.

Alternative Health



Look here for reviews you can trust of herbs and treatments. Also featured are a regular column and Q & A by a physician with expertise in alternative medicine.

Aging & Health



These features on eating, exercising, and living will help you stay healthy well into your

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Health Calculator

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Women's Health

This Week's Feature



Hormone
replacement
therapy: do the risks
outweigh the

benefits?

If you're taking or considering hormone replacement therapy, you may be confused and concerned about the latest findings on the health effects of this treatment. Find out exactly what these research findings mean and where you should go from here.

Also Inside

Visit our women's health library of articles on the following topics:

- ▶ The childbearing years
- ▶ Health
- ▶ For women only
- ▶ Exercise

Women's Conditions

- ▶ Breast cancer
- ▶ Cervical cancer
- ▶ Endometriosis
- ▶ Gestational diabetes
- ▶ Infertility
- ▶ Menopause Center
- ▶ Osteoporosis
- ▶ Ovarian cancer
- ▶ Premenstrual syndrome
- ▶ Toxic shock syndrome (TSS)
- ▶ Uterine cancer
- ▶ Uterine fibroids
- ▶ Yeast infection

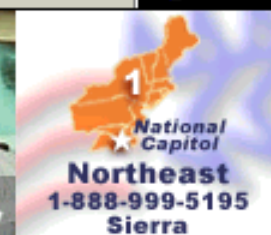
Women's Medical Procedures

- ▶ Breast biopsy
- ▶ Cesarean section
- ▶ Endometrial biopsy
- ▶ Hysterectomy
- ▶ Mammogram
- ▶ Mastectomy
- ▶ Myomectomy



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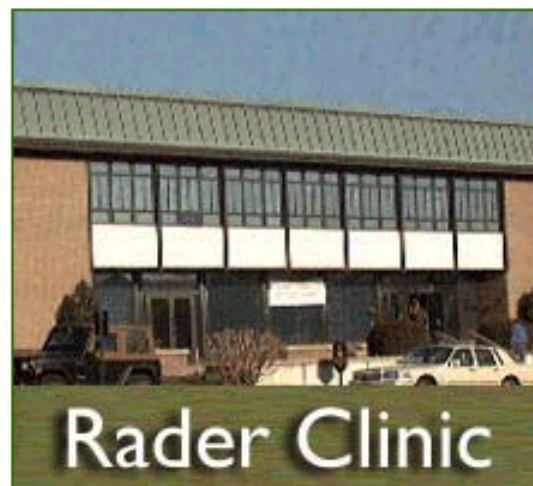
- ▶ MTF
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TRICARE Info Center

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Andrew Rader U.S. Army Health Clinic

09/09/2001



Andrew Rader U.S. Army Health Clinic
401 Carpenter Road, Bldg #525
Fort Myer, VA 22211-1101

Get [driving directions](#) to your MTF!

Announcements

Region

[Toll Free Telephone Listings](#)

All the toll free phone numbers for the TRICARE Northeast area.

[Check to see if you qualify for TRICARE Prime Remote.](#)

[How Does FY2001 NDAA TRICARE For Life Affect Me?](#)

MTF

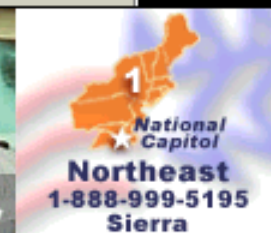
[New Weekend and Holiday Hours.](#)

Effective 4 July 2001, Andrew Rader U.S. Army Health Clinic will change its weekend and



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Provider Directory

Default View

[Show all providers](#)

[Show all managers](#)

[Show all providers/managers](#)

Welcome to your Provider Directory!

Provider Name

Remove From Your Providers

Other Providers in your MTF

Provider Name	Home Page Available	Add To Your Providers
Arose, Sandra	<input checked="" type="checkbox"/>	<input type="checkbox"/> Add
Bloom, Marvin	<input checked="" type="checkbox"/>	<input type="checkbox"/> Add
Bomar, Lamar	<input checked="" type="checkbox"/>	<input type="checkbox"/> Add
Condon, Timothy	<input checked="" type="checkbox"/>	<input type="checkbox"/> Add



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CPT Congdon's Page for Patients

09/09/2001



CPT Timothy Congdon, PA-C
Regimental Medical Officer
3rd US Infantry 'Old Guard'
U.S. Army

My Practice:

Providing quality, compassionate and comprehensive health care to members of the 3rd Infantry, the 'Old Guard', while focusing on readiness and health promotion.

Specialty: Physician Assistant
State of Licensure: WA

Foreign Languages: None

Announcements

MTF

New Weekend and Holiday Hours

Effective 4 July 2001, Andrew Rader U.S. Army Health Clinic will change its weekend and holiday operating hours.

News Articles

MTF

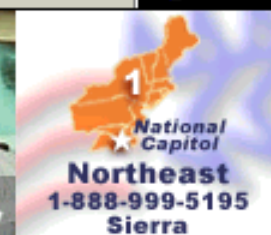
ADDITION OF PRUDENT LAYPERSON STANDARD TO TRICARE

The TRICARE Office of the Lead Agent (OLA) has recently



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Main Clinic Location:

Old Guard Regimental Aid Station
246 Wainwright Road
Fort Myer, VA 22211

Get [Driving Directions](#) to the Clinic!

Phone: 703-696-3325

Phone Directory

Andrew Rader U.S. Army
Health Clinic Telephone
Directory

[Telephone Directory](#)

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Five Steps to Safer Healthcare

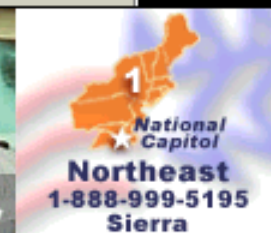
Patient Rights and Responsibilities

result in Point-of-Service charges.



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Five Steps to Safer Healthcare

- [Tips for Patients and their Families on How to Receive Safer Healthcare](#)

Patient Rights and Responsibilities

- [Patient Bill of Rights](#)
- [Patient Responsibilities](#)

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Get Driving Directions to the Clinic

MAIN ADDRESS:
246 Wainwright
Road
Fort Myer, VA
22211

Enter Your Address below:

City:

State:

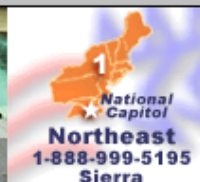
ZIP:

[Get Directions](#)



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TRICARE Online now offers this Primary Care Appointing feature.

This feature allows TRICARE Prime beneficiaries enrolled at Medical Treatment Facilities (MTFs) to schedule routine and established Primary Care appointments.

However, before making an appointment, you should consider the other options available to fill your healthcare needs. For example, many healthcare questions and needs can be addressed online, or by calling the nurse advice line at 1-800-308-3518.



Here is a list of appointments that you have previously booked through this website:

Date: 3/4/02 2:00 PM
Health Care Provider: NGUYEN,DUONG
Location: FAM PRACTICE RA

[Cancel this appointment](#)

General Health Info

Helpful links:

[Women's Health Guide](#)

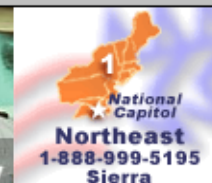
[Men's Health Guide](#)

[Parent's Health Guide \(Information for Children\)](#)



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[Senior's Health Guide](#)

[Mental Health Guide](#)

[Sports Health Guide](#)

[Condition Explorer](#)

In Spanish:

[Guía de Salud en Español \(Spanish Health Guide\)](#)

Book an Appointment

TRICARE Prime beneficiaries enrolled at Medical Treatment Facilities can make appointments with their assigned Primary Care Manager (PCM)(i.e. physician, physician's assistant, or nurse practitioner) or with another healthcare provider in the same Primary Care Manager Group. If you need to make an appointment, please select the appropriate appointment type and click the "View Available Appointments" button below:

- The **Routine** appointment type should be selected if you require an office visit with your primary care manager for a NEW health care problem that is not considered urgent.
- The **Established** appointment type should be selected to schedule follow-up care per direction of your primary care manager (PCM). It is designed for patients who request a follow-up appointment with the PCM that is not for acute health care, routine, initial PCM appointments, wellness or to have a procedure performed.

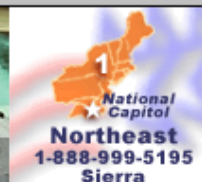
Appointment Type:

[View Available Appointments](#)



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Pick an Appointment

Shown in the calendar below are the available appointment slots with NGUYEN, DUONG, at FAM PRACTICE RA.

The green dates fall within access standards.

Please click on the time that you are interested in booking.

March 2002						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4 13:20 15:00	5 14:00 15:00	6 09:40 15:00	7 13:20 14:00 15:00	8 13:20 14:00	9
10	11 09:20	12 08:40 09:20 13:20 14:00 15:00	13 15:00	14 09:20 13:20 14:00 15:00	15	16
17	18	19	20	21	22	23
24	25 09:20 10:00 13:20 14:00 15:00	26 08:40 09:20 13:20 14:00 15:00	27 09:40 15:00	28 13:20 14:00 15:00	29 08:40 09:20 10:00 13:20 14:00 15:00	30
31						
April 2002						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15					

TOL Test Sites

11th Medical Group, Bolling AFB	Dexheim Army Health Clinic	Naval Hospital Bremerton, Everett Medical Clinic
30th Medical Group, Vandenberg AFB	DiLorenzo TRICARE Health Clinic	Naval Hospital Bremerton, Puget Sound Clinic
469th Air Base Group, Rhein Main Air Base	Dunham Army Health Clinic, Carlisle Barracks	Naval Hospital Camp Lejeune
470 Air Base Squadron/Medical Flight, Geilenkirchen Air Base	El Centro NAF Branch Clinic	Naval Hospital, Camp Pendleton
31 Area BMC Edson Range	Fairfax Family Health Center	Naval Hospital Cherry Point
52 Area BMC Camp San Onofre	Fort Irwin	Naval Hospital Oak Harbor
61st Medical Squadron, Los Angeles AFB	Fort MacArthur Satellite Clinic	Naval Medical Center, San Diego
62nd Medical Group -- McChord Air Force Base	Friedberg Health Clinic	Naval Medical Clinic, Annapolis
86th Medical Group, Ramstein	Giebelstadt Health Clinic	Naval Medical Clinic, Patuxent River
92nd Medical Group -- Fairchild Air Force Base	Grafenwoehr Health Clinic	Naval Medical Clinic, Quantico
95th Medical Group, Edwards AFB	Hanau Health Clinic	Naval Medical Clinic, Sugar Grove
Andrew Rader U.S. Army Health Clinic	Heidelberg MEDDAC	Naval Medical Clinic, Washington Navy Yard
Babenhausen Health Clinic	Hohenfels Health Clinic	NAVSTA 32nd St Branch Medical Clinic
Bad Aibling Health Clinic	Illesheim Health Clinic	North Island NAS Branch Medical Clinic
Bamberg Health Clinic	Kaiserslautern Army Health Clinic	NTC Branch Medical Clinic
Barquist Army Health Clinic, Ft. Detrick	Katterbach Health Clinic	Patch/Stuttgart Health Clinic
Barstow Branch Medical Clinic	Kimbrough Ambulatory Care Center, Ft Meade	Port Hueneme NACC
Baumholder Army Health Clinic	Kirk Army Health Clinic, Aberdeen Proving Ground	Robert E. Bush Naval Hospital (29 Palms)
Bitburg/Spangdahlem (52 Med Group)	Kitzingen Health Clinic	San Clemente Island Branch Medical Clinic
Branch Medical Clinic, Dahlgren	Landstuhl Regional Medical Center	Schweinfurt Health Clinic
Branch Medical Clinic, Indian Head	Livorno Army Health Clinic	SHAPE Health Clinic
Branch Medical Clinic, Mechanicsburg	Madigan Army Medical Center	TOC Oceanside
Branch Medical Clinic, Naval Air Facility Washington	Malcolm Grow Medical Center	TOC Primary Care Chula Vista
Branch Medical Clinic, Willow Grove	Mannheim Health Clinic	TOC Primary Care Clairemont Mesa
Buedingen Health Clinic	MCRD Branch Medical Clinic	Uniformed Services University of the Health Sciences (USUHS)
Butzbach Health Clinic	Miramar MCAS Branch Medical Clinic	Vicenza Army Health Clinic
Coleman Health Clinic	NAB Coronado Branch Medical Clinic	Vilseck Health Clinic
Darmstadt Health Clinic	National Naval Medical Center, Bethesda	Walter Reed Army Medical Center
Dewitt Army Community Hospital	NATO Health Clinic	Wiesbaden Army Health Clinic
	Naval Hospital Bremerton	Woodbridge Family Health Center
	Naval Hospital Bremerton, Bangor Medical Clinic	Wuerzburg U.S. Army Hospital
		Yuma Branch Medical Clinic